



COUNTY OF SAN DIEGO

**Great Government Through the General Management System – Quality, Timeliness, Value**  
DEPARTMENT OF HUMAN RESOURCES

CLASS SPECIFICATION

CLASSIFIED

SENIOR TAX PAYMENT PROCESSOR

Class No. 002458

■ CLASSIFICATION PURPOSE

To perform a wide variety of work in operating electronic computer and peripheral equipment used in processing property tax payments; to review financial or statistical records; and to perform related work.

■ DISTINGUISHING CHARACTERISTICS

Senior Tax Payment Processor is the lead-level class in the Tax Payment Processor series. Under general direction, processes property tax payments through a computerized remittance-processing system; leads and prioritizes employee work; and schedules training. Senior Tax Payment Processors serve as the primary contact for departmental users of the remittance processing system.

■ FUNCTIONS

**The examples of essential functions listed in the class specification(s) are representative but not necessarily exhaustive or descriptive of any one position in the class(es). Management is not precluded from assigning other related functions not listed herein if such functions are a logical assignment for the position.**

Essential Functions:

1. Processes tax payment documents with the use of magnetic cartridges, image systems, combination data entry/program control keyboards, and microcomputers.
2. Initializes computer systems.
3. Creates back-up files and master program disks.
4. Generates batch control exception records, production summary reports, and transaction tapes.
5. Balances workload processed on the computer system.
6. Performs preventative maintenance on minicomputer processing stations.
7. Formats and keeps accurate records on disks.
8. Files payment processing reports, tax stubs, and other documents and distributes computer printouts to respective users.
9. Makes deposits in various county funds.
10. Reconciles exception and out-of-balance reports.
11. Prepares computer requests from mainframe computer systems and follows-up on requests.
12. Maintains records.
13. Supervises temporary employees in processing property tax payments during peak workload periods.
14. Trains employees and schedules work assignments.
15. Provides courteous, high quality service to members of the public by personally responding to requests for service or making appropriate referral.

■ KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of:

- Procedures of the county property tax payment remittance processing system.

- Clerical accounting methods, formats, and techniques.
- Mathematical computations in keeping, reviewing, and compiling statistical or financial records.
- Common methods of balancing deposits against record of receipts.
- Data entry and digital computer operation techniques.
- Electronic data processing nomenclature and symbols.
- Principles and techniques of lead work.
- Telephone, office and online etiquette.
- County customer service objectives and strategies.

Skills and Abilities to:

- Read and interpret departmental policies and procedures.
- Lead and train staff.
- Operate a 10-key calculator by touch.
- Check and compare records of data for accuracy.
- Perform arithmetic calculations.
- Communicate effectively in oral and written form.
- Establish and maintain cooperative working relations with those contacted during the course of work.
- Communicate effectively with a variety of individuals representing diverse cultures and backgrounds and function calmly in adverse situations, which require a high degree of sensitivity, tact and diplomacy.
- Treat County employees, representatives of outside agencies and members of the public with courtesy and respect.
- Assess the customer's immediate needs and ensure customer's receipt of needed services through personal service or appropriate referral.
- Provide prompt, efficient and responsive service.
- Exercise appropriate judgment in answering questions and releasing information; analyze and project consequences of decisions and/or recommendations.

■ EDUCATION/EXPERIENCE

Education, training, and/or experience that demonstrate possession of the knowledge, skills and abilities listed above. An example of qualifying education/experience is: Three (3) years of experience performing item-processing duties, one (1) year of the required experience must have included performing computerized remittance processing duties. Supervisory or lead worker experience is desirable.

■ ESSENTIAL PHYSICAL CHARACTERISTICS

**The physical characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of the classification(s). Reasonable accommodation may be made to enable an individual with qualified disabilities to perform the essential functions of a job, on a case-by-case basis.**

Continuous upward and downward flexion of the neck. Frequent: sitting, repetitive use of hands to operate computers, printers and copiers. Occasional: walking, standing, bending and twisting of neck, bending and twisting of waist, squatting, simple grasping, reaching above and below shoulder level, and lifting and carrying files weighing up to 10 pounds.

■ SPECIAL NOTES, LICENSES, OR REQUIREMENTS

License

A valid California class C driver's license, which must be maintained throughout employment in this class, is required at time of appointment, or the ability to arrange necessary and timely transportation for field travel. Employees in this class may be required to use their own personal vehicle.

Certification/Registration

Incumbents in this class must be bondable.

Working Conditions

Office environment; exposure to computer screens.

Background Investigation

Must have a reputation for honesty and trustworthiness. Misdemeanor convictions may be disqualifying depending on number, severity, and recency. Applicants will be subject to a background investigation.

Probationary Period

Incumbents appointed to permanent positions in this class shall serve a probationary period of 6 months (Civil Service Rule 4.2.5).

**New: November 29, 1984**  
**Revised: June 22, 2000**  
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**Revised: June 11, 2004**  
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